

# eTravel Initiative



## Quarterly PMO Update—September 20, 2004

### Vision:

To deliver a unified, simplified service that delivers a cost-effective travel experience, supports excellent management, and results in superior customer satisfaction.

### Goals:

- Develop a government-wide web-based, world-class travel management service
- Establish a cost model that reduces or eliminates capital investment & minimizes total cost per transaction for the government
- Create a policy environment based on the use of best travel management practices

### Key Milestones:

President's Management Agenda	Summer, 2001
Quicksilver Task Force	Sep, 2001
E-Gov Initiatives Approved	Oct, 2001
eTravel Project Charter Approved	Jul, 2002
E-Government Act Signed	Dec, 2002
eTS Contracts Awarded	Nov, 2003
eTS Full Operational Capability	May, 2004
First eTS Task Order Placed	Jun, 2004
Early Adopter Agencies Begin Migration	Dec, 2004
Mid-Adopter Agencies Begin Migration	Jan, 2005
Late-Adopter Agencies Begin Migration	May, 2005
Full agency-wide use of eTS	Sep, 2006

### Activities for the Next Quarter:

- Transition PMO support activities from acquisition/testing to sustained deployment focused TMO
- Publish task order lessons learned and task order checklist for mid to late adopting agencies
- Continue support of agency migration teams and contracting officers as they evaluate the eTS solutions, select their vendor and issue task orders
- Continue collaboration with travel industry representatives to ensure their understanding of how to integrate their services into eTS
- Begin monitoring and reporting vendor performance according to the QASP and SLAs to facilitate and develop effective business processes and working partnerships going forward

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### Governance:

- IEE Portfolio Manager—Office of Management and Budget
- Managing Partner—General Services Administration
- Sponsor— GSA Office of Governmentwide Policy
- Partners— Department of Transportation, General Services Administration, National Science Foundation and Treasury
- Other Participating Agencies— Department of Commerce, Department of Defense, Department of Energy, Department of Interior, Department of Justice, Environmental Protection Agency, Health & Human Services, Housing & Urban Development, NASA, Social Security Administration, Department of State, USDA and Veterans Administration

### Activities for the Last Quarter:

#### Customer Preparedness

- CSRs continue to engage all BRM agencies on next steps to achieve their deployment goals
- Agencies continue to finalize their migration teams and prepare for task order award
- eTravel PMO, eTS vendors, and members of GSA's OGP continue to collaborated with car and lodging industry representatives to ensure their understanding of how their services are integrated into eTS
- Representatives from the eTravel PMO presented eTravel Workshops GSA Expo and at National Travel Forum

#### Business Planning

- Continued collaboration with DTS to establish common business planning: Governance Structure, Business Intelligence and Performance Management
- Prepared FY 06 OMB 300 submission
- Received recommendations for the Business Intelligence Strategy

#### Acquisition

- Four BRM agencies, one small agency and the National Business Center have awarded task orders
- eTS Ordering Guide and Pricelist were finalized and posted on the eTravel Web site
- IV&V testing and Initial Operating Capability was successfully completed by all three eTS vendors
- Security certification and accreditation tests completed
- Completed eTS Service Level Agreements with the vendors to monitor performance and track customer satisfaction

#### Governance

- eTravel Management Advisory Board was established
- Charter was developed and member roles defines
- One GSA Travel, a travel initiative jointly sponsored by FSS and OGP was approved

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